

**Housing Authority - County of Los Angeles**

February 23, 2015

TO: Each Supervisor

FROM: Sean Rogan, Executive Director



**SUBJECT: NEW SECTION 8 PROGRAM LOBBY SCHEDULE**

The purpose of this memo is to inform each supervisor of a change in the Section 8 Program lobby hours for the Alhambra and Palmdale offices.

Please be advised that beginning Monday, March 2, 2015, the Section 8 Program lobby for the Alhambra and Palmdale offices will be open for business from 8:00 a.m. to 4:00 p.m., Monday through Friday. As a courtesy, the Housing Authority has a drop-box located immediately outside of both offices for after-hours document submission.

This decision comes after an efficiency review of visitor traffic and staff operations. The review revealed that only 4.3% of the total number of visitors arrived during the hours of 4:00 p.m. to 5:00 p.m. to a Housing Authority office to conduct business, which confirmed that closing the lobby one hour earlier will have a minimal impact on visitors. It should be noted that the Housing Authority has made great strides in utilizing technology to afford clients the ability to conduct business online thus reducing the need to visit an office. Lobby hours are now primarily utilized for scheduled appointments and for those few clients that still prefer to deliver documents in person. The one hour shift will ensure that Section 8 office clientele have sufficient time to conduct business and clear the building and parking lot by 5:00 p.m. This enables Housing Authority staff to ensure that the lobby is properly secured and in-turn, allows staff additional time to focus on completing tasks before the end of their regular work shift.

Given the positive points noted above, I am confident that the new lobby hours will benefit Housing Authority operations without negatively impacting clientele. Should you have any concerns regarding this new schedule, you may contact Margarita Lares, Assisted Housing Director at (626) 586-1670.

SR:dz

c: Each Deputy